

APPENDIX E:
CUSTOMER SATISFACTION

THE TEXAS DEPARTMENT OF HEALTH PROUDLY OFFERS THIS COMPACT WITH TEXANS

The Texas Department of Health is committed to providing its customers with excellent service and accurate information. To ensure quality services, the Texas Department of Health will foster an environment that encourages and enhances trust. Two keys to creating and maintaining trust are (1) responding promptly to individual questions and comments and then (2) using those comments to improve the provision of services.

CUSTOMER SERVICE GUIDING PRINCIPLE

Value the customer by listening to, hearing, and understanding them and, when possible, acting upon their input.

CUSTOMER SERVICE GOALS

Foster Trust

- Always act in accordance with the Customer Service Guiding Principle when interacting with customers.
- Consider all customer complaints and comments as possible opportunities to improve service.

Respond to individual requests and complaints promptly and courteously.

- Connect all calls to a person during regular business hours.
- Respond to written correspondence within ten working days with a resolution or explanation and timeline for an expected resolution.
- Respond to telephone inquiries and complaints while the customer is on the line. If it is not possible to resolve an issue while the customer is waiting, a timeline for an expected resolution will be provided.
- Promptly provide concise and accurate information about services and programs.

Use customer feedback to improve the system of providing services.

- Regularly ask customers about the services we provide and take steps to improve customer service based upon customer input.

HOW TO FILE A COMPLAINT OR COMMENT WITH THE TEXAS DEPARTMENT OF HEALTH

Customer Service Representative
Charles E. Bell, MD, Executive Deputy Commissioner
1100 W. 49th Street
Austin, Texas 78756
Phone (512) 458-7111
E-mail: Customer.Service@tdh.state.tx.us
TDD Relay (800)735-2989 or (512)458-7708

SUMMARY OF TDH SERVICES

The Texas Department of Health delivers services under two major categories: essential public health services and the health care safety net.

The *essential functions of public health* are usually directed toward improving the health of the whole population. TDH provides these services in a number of areas. For example, the Bureau of Epidemiology investigates disease outbreaks. Also, several TDH programs license, inspect and certify a broad range of entities, facilities and professionals that impact the public's health and safety. Examples of regulated groups include but are not limited to food manufacturers, hospitals, athletic trainers and users of radioactive materials. (For more information on licensing and certification procedures, call (512)458-7111 extensions 7338 or 7541.)

The aforementioned public health services are just a few examples of dozens of TDH programs focused on maintaining and improving the health of all Texans. All of TDH's programs will respond immediately to customer needs during public health emergencies and provide timely responses times based on the severity of the public health threat in non-emergency situations.

The *health care safety net* focuses on providing medical services to individuals, especially those individuals without health insurance or individuals with special health care needs. Medicaid is the largest TDH program for medical services. Services in Medicaid including Medicaid Managed Care will be provided in a timely manner as well as in compliance with federal and state laws.

Before Medicaid services are provided, a customer must apply for eligibility. The Texas Department of Human Services (DHS) determines eligibility for Medicaid. DHS offices are listed in the local phone book. Also, more information on Medicaid eligibility is available at <http://www.dhs.state.tx.us/regions>, or by calling DHS at (512) 438-3280 or (TDD) (888) 425-6889.

For more information regarding TDH services, visit our home web page, call or write to our central office or one of our regional offices.

WHERE TO GO FOR MORE INFORMATION ON TDH SERVICES

Texas Department of Health
1100 W. 49th Street
Austin, Texas 78756
512-458-7111

E-mail: Customer.Service@tdh.state.tx.us
TDD Relay (800)735-2989 or (512)458-7708
<http://www.tdh.state.tx.us>

1109 Kemper
Lubbock, TX 79403
806/744-3577

5425 Polk, Suite J
Houston, TX 77023
713/767-3000

2408 South 37th Street
Temple, TX 76504-7168
254/778-6744

601 W. Sesame Drive
Harlingen, TX 78550
956/423-0130

1351 E. Bardin
P. O. Box 181869
Arlington, TX 76096-1869
817/264-4000

6070 Gateway East, Suite 401
P.O. Box 942-8
El Paso, TX 799840428
915/774-6200

7430 Louis Pasteur Drive
San Antonio, TX 78229
210/949-2000

1517 W. Front Street
Tyler, TX 75702
903/595-3585

Customer Service

The Texas Department of Health (TDH) can identify its customers in three primary categories: 1) people served directly by TDH employees, such as in the provision of birth certificates through the Vital Statistics program; 2) people served by a contracted provider, such as in the WIC or Medicaid programs; and 3) people served indirectly by TDH employees through the regulation of an industry or licensed professional. (An inventory of TDH customers can be found in Exhibit A.)

The following report will first summarize customer service efforts in categories two and three. Following those summaries, the report analyzes a customer service survey conducted by the Vital Statistics program. The Vital Statistics survey is highlighted because the functions of the program call for the most frequent direct customer service-type interaction between TDH staff and the general public.

Customer Service in Regulatory and Licensing programs

Because the primary customer is the industry or professional being regulated, regulatory programs utilize stakeholder involvement as the primary means of customer service feedback. Feedback from advisory boards, public hearings, and surveys are used in the rules development process. As part of the regulatory program's self-evaluation, a stakeholder survey was posted on the TDH web site at <http://www.tdh.state.tx.us/regulatory/index.htm>. The stakeholder survey covers many topics including the friendliness, politeness, professionalism, strengths and weaknesses of the program as well as requesting suggested improvements for service. TDH staff was evaluating the responses at the time of this publication.

Customer Service in Programs with Contracted Providers

Provision of services through contractors is, by far, the most common method utilized to implement TDH programs and responsibilities. This means that most of the business TDH conducts does not include a face-to-face interaction with the general public but rather involves the agency contracting with an intermediary to provide services to the public; nonetheless, most programs require or encourage contractors to monitor customer service through the use of surveys, focus groups, or other acceptable feedback methodologies. Some programs such as the Medical Transportation program have a standardized survey form for contractors. (Exhibit B) In addition, the Medical Transportation program requires contractors to report

aggregate data to the state with a corrective action plan. Other programs, such as Women, Infants and Children (WIC), allow the contractor to determine the most effective method and format for customer input.

In 1992, the WIC program conducted a statewide marketing study in order to identify why people did or did not use the program. A contractor conducted focus groups of participants and non-participants as well as staff and client surveys and individual interviews. The resulting study identified customer service as one of the key issues in whether or not potential clients applied for the program or if current participants returned. With the help of the research contractor, TDH and the WIC program implemented several steps to improve customer service. Improvements included expanded clinic hours and annual customer service training for staff. Also, WIC made improvements including a tracking system to its customer service hotline. The program now handles about 7,500 calls per month. In FY 1999, clients made a total of 1432 complaints (out of a caseload of almost 750,000) to the central office hotline.

The Medicaid Managed Care program is in the process of developing a customer complaint tracking system that would be used maintained by the health maintenance organizations (HMO) providing the customer services. The new system will be used to process client and provider complaints. The agency plans to add Medicaid fee-for-service inquiries to this tracking system. Currently, the Medicaid program maintains a toll free inquiry phone line. The Medicaid Client Hotline includes nineteen phone lines receiving an average of 22,000 calls per month.

As part of the provider re-enrollment campaign, the “Vaccines for Children” program performs a biannual survey of its provider clinics. Topics for the questions include TDH processes and policies as well as an opportunity to suggest improvements in service. TDH staff was evaluating the responses in the approximately 2,000 surveys at the time of this publication.

All of the direct service programs (e.g. Title V, Primary Care, WIC) are monitored for customer service practices by TDH quality assurance staff. The quality assurance staff interviews individual program participants regarding the services received, treatment by staff, and program accessibility. Monitors often act as “stealth clients” and either call the program or request services.

Customer Service in the Vital Statistics Program

Because so many of TDH's public services are conducted by contractors, few TDH programs have frequent direct interfaces with end-user clients; however, in fiscal year 1999, the Bureau of Vital Statistics processed over 250,000 requests for claims, which include birth and death certificates. As a matter of general business practices, the program conducted a customer service survey in 1998. Details of that survey are outlined in the following section.

Information Gathering Methods

Participants and Procedures

Participants ($N = 854$) for this customer service survey consisted of a sample of walk-in ($n = 349$) and mail-in ($n = 505$) customers of the Bureau of Vital Statistics (BVS), Request Processing Division. Customer groups, such as other state and federal agencies, professional groups, and businesses were excluded from the survey, due to the general public comprising the largest customer group.

From April 3, 1998 through April 24, 1998, 4,000 surveys were mailed out to customers submitting a request for a birth or death certificate. Customers returned 505 surveys for a 12.6 percent response rate. For the mail-in surveys, 60.7 percent of the respondents lived in Texas. During this same time period, approximately 1,500 walk-in customers were handed a survey with their request and asked to drop it in a box located in the front waiting area. Of these, 349 surveys were returned for an approximate 23 percent response rate. The overall response rate for the BVS customer satisfaction survey was 15 percent. The primary data limitation of this survey consisted of the 15 percent survey response rate.

Both the walk-in and mail-in surveys gave the following instructions, "Please take a minute to help the Bureau of Vital Statistics (BVS) improve the quality of customer service we provide by completing this customer survey." Customers were then instructed to complete the survey based on their recent request for information or assistance.

Analysis was completed for both individual sub-groups, as well as for the combined sample. Separate analysis of the two subgroups occurred, in order to

capture possible differences associated with walk-in versus mail-in customer service. However, the two subgroups were also combined for analysis, in order to assess overall customer satisfaction.

Instrumentation

The customer satisfaction variables under investigation consisted of timeliness in responding to customer needs, helpfulness of the BVS representative, and overall satisfaction with services. BVS operationalized customer satisfaction by asking customers to rate their satisfaction for the three variables on a 1 to 5 scale, ranging from “far below expectations” (1) to “far exceeded expectations” (5). Data was also collected from a BVS code field designating what type of request was made by the customer, as well as an request for suggested improvements, “What can the Bureau of Vital Statistics do to assist you better?”

Analysis of Findings

Quality of Service Summary

- *Timeliness*—90.5 percent of the respondents felt that BVS staff met or exceeded expectations. Almost 48 percent felt BVS staff far exceeded expectations for the timeliness component.
- *Helpfulness*—more than 96 percent of the respondents felt that BVS staff met or exceeded expectations. Almost 48 percent felt BVS staff far exceeded expectations for the helpfulness component.
- *Overall Satisfaction*—more than 95 percent of the respondents felt that BVS staff met or exceeded expectations. Slightly more than 50 percent felt BVS staff far exceeded customer expectations. However, there was a tendency for walk-in customers to be somewhat more satisfied than mail-in customers. The slightly higher rating is likely due to the positive face-to-face contact and the immediacy of receiving the requested product.
- *Open-ended responses*—A total of 277 comments were received, 144 were positive, while 126 were critical or offered suggestions for improvement. Most comments noted the time or cost associated with receiving the request. Several surveys mentioned BVS employees by name in a positive manner and several walk-in customers mentioned parking being a problem.

Table E-1. Overall Services Ratings from Customers of Bureau of Vital Statistics

MAIL-IN CUSTOMER SURVEY OVERALL SERVICE RATINGS			WALK-IN CUSTOMER SURVEY OVERALL SERVICE RATINGS		
Expectations			Expectations		
(1) Far Below	9	2%	(1) Far Below	6	1.70%
(2) Below	22	4%	(2) Below	2	0.60%
(3) Met	129	26%	(3) Met	20	5.80%
(4) Above	158	32%	(4) Above	70	20.20%
(5) Far Exceed	172	35%	(5) Far Exceed	250	71.80%

Source: Texas Department of Health, 1998 Customer Service Survey,
Bureau of Vital Statistics.

Improving the Survey Process

In the future, BVS would like to carefully weigh the cost and impact of expanding the customer satisfaction survey, as well as providing customers the opportunity to provide feedback at least every two years. In addition to the customer satisfaction survey elements of timeliness, helpfulness of staff, and overall satisfaction, BVS would like to survey other elements, such as service provided by local registrar offices across the state, quality of communication provided by BVS, service provided over the Internet, BVS customer complaint processes, and customer satisfaction with BVS printed materials (i.e., application forms). BVS is also considering making the customer satisfaction survey available on the BVS web site. The Internet may allow BVS to include more of the various customer service elements, which would in turn facilitate better response to customer needs. The Internet would also facilitate collecting customer satisfaction data more regularly and over a longer period of time.

Improvements in Response to this Assessment

Although customer satisfaction ratings were very satisfactory in 1998, BVS has taken several steps for further improving customer service. The first step consists of reorganization within the Request Processing Division, in which BVS is in the final stages of approval. The restructure primarily addresses historical under-classification of staff positions, which has lead to serious staff retention issues. TDH hopes that by addressing staff reclassification/retention, improvements will occur in both timeliness for processing requests, as well as helpfulness of staff.

The second step towards improving customer service involves building a comprehensive integrated vital statistics software package (VSS) for handling vital statistics fee processing. Improving the integrated fee processing system will significantly improve the timeliness in which BVS staff can process requests, which will in turn significantly improve timeliness for mail-in customers receiving their certificate requests. The majority of BVS requests are received through the mail. Nonetheless, improvements for processing fee requests for walk-in customers will also occur.

Standard LBB Customer Service Performance Measures

Outcome Measures

- 95.2 percent—*Percentage of surveyed customers responding who expressed overall satisfaction with services received*
- 7.9 percent—*Percentage of surveyed customers responding who identify ways to improve service delivery*

Output Measures

- 5,500—*Number of customers surveyed (4,000 mail-out, approximately 1,500 walk-in)*
- 176,805—*Number of Customers served in FY98*

Efficiency Measures

- \$0.72—*Cost per customer surveyed*

Explanatory Measures

- 854—*Number of customers identified*
- 2—*Number of customer groups inventoried*

TDH Performance Measures

In addition to the outcome, output, efficiency, and explanatory measures mentioned above, TDH reports the following performance measures related to customer satisfaction and the BVS Request Processing Division:

Strategy 05-01-01 Vital Statistics

Output Measures:

- Number of Requests for Records Services Completed
- FY99 cumulative measure: 272,024
- Estimate for FY00: 180,000

Efficiency Measures:

- Average Number of Days to Certify or Verify Records
- FY99 non-cumulative measure: 1st quarter: 14.9, 2nd quarter: 17.3,
3rd quarter: 15.2, 4th quarter: 14.4
- Estimate for FY00: 12 days for each quarter

Summary of Customer Service in the Future at TDH

TDH will continue to survey customers and stakeholders on a program-by-program basis as the agency has in the past. The agency has specifically committed to continue to survey Vital Statistics customers on a bi-annual basis. The Customer Service Representative will look for specific opportunities for collaboration and improvement in tracking systems, coordination of toll-free numbers, and other agency-wide customer service activities.

Exhibit A

Customer Inventory by Strategy

Strategy A.1.1.

32 Texas border counties within 100 kilometers of the Texas/Mexico border
 American Diabetes Association
 American Lung Association
 Area Health Education Center (AHEC)
 Arizona Border Health Office
 Border Environment Cooperation Committee (BECC)
 California Border Health Office
 Center of Housing and Urban Development Colonias Program
 Chihuahua Secretaria de Salud, (Mexico)
 Coahuila Secretaria de Salud, (Mexico)
 Colonias Unidas
 Community Resource Group, Inc. (Receivership)
 Health Education Training Centers Alliance of Texas (HETCAT)
 Housing Assistance Council
 Interfaith Organizations
 La Presa Services Corporation
 Local Health Departments
 Laredo Immunization Coalition
 Laredo-CATCH
 Los Dos Laredos US/Mexico Binational Council
 Migrant Clinicians Network
 National Center for Farmworker Health
 Neighbors in Need of Services, Inc. (NINOS)
 New Mexico Border Health Office
 Nuevo Leon Secretaria de Salud, (Mexico)
 Oilton Rural Water Supply Corporation
 Pan American Health Organization (PAHO)
 Physicians for Social Responsibility
 Region One Education Service Center
 Rio Grande Rio Bravo Basin Coalition
 Secretaria de Salud, (Mexico) Asuntos Internacionales
 South Texas Environmental Education and Research
 Tamaulipas Secretaria de Salud, (Mexico)
 Texas A&M University
 Texas Tech Health Science Center-OBH

Texas-Mexican Border International Trade Association
The Rensselaerville Institute
U.S.-Mexico Border Governors
U.S.-Mexico Border Health Association
U.S.-Mexico Border Health Commission
U.S.-Mexico Border Health Institute
University of Texas
Valley Association for Independent Living Colonias Outreach
Valley Proud Environmental Council
Voices in Democratic Action (VIDA)
WaterWorks, Inc.
World Health Organization

Strategy A.1.2

American Association of Meat Processors
American Emu Association
American Heart Association
American Herbal Products Association
American Meat Institute
American Methadone Treatment Association, Inc.
American Ostrich Association
American Society for Addiction Medicine
Association of Food and Drug Officials
Association of Professional Piercers
Association of Professional Tattooists
Bass Anglers Sportsman Society
Bottled water plant operators
Bulk milk transport tankers
Center for Science in the Public Interest
Citizens for Health
Coastal Conservation Association
Consumer Healthcare Products Association
Consumer's Union
Council for Responsible Nutrition
Crab processing plants
Custom exempt meat processors
Dairy Farmers of America
Dairy Products Institute of Texas
Drug and device salvagers

Drug manufacturers
Drug wholesalers & distributors
Food manufacturers
Food salvagers
Food wholesalers
Frozen desserts manufacturers
Grade A raw for retail dairies
Grocery Manufacturers of America
Gulf Coast Oyster Leaseholders Association
Health Industry Manufacturers Association
Institute for International Research
International Association for Food Protection
International Association of Medical Equipment Remarketers
International Dairy Foods Association
Meat processors
Medical device manufacturers
Medical Device Manufacturers Association
Medical device wholesalers & distributors
Methadone clinics
Milk processors
Milk transfer and receiving stations
Mobile food units
National Alliance of Methadone Advocates
National Cattlemen's Beef Association
National Conference on Interstate Milk Shipments
National Environmental Health Association
National Nutritional Foods Association
National Pork Producer's Council
National Wholesale Druggists' Association
Nonprescription Drug Manufacturers Association
North American Alliance of Tanning Salon Owners
Oyster processing plants
Producer dairy farms
Registrants of the needless systems engineered sharps systems
Renderers
Retail food establishments
Roadside food vendors
Southwest Meat Association
Southwest Region Herb Research Foundation
Suntanning Association for Education

Tanning facilities
Tattoo and body piercing studios
Texas A&M Extension Service
Texas AIDS Health Fraud Information Network
Texas AIDS Network
Texas Association of Local Health Officials
Texas Aquaculture Association
Texas Association of Counties
Texas Association of Dairymen
Texas Association of Meat Processors
Texas Association of Milk, Food, and Environmental Sanitarians
Texas Beef Council
Texas Bottled Water Association
Texas Cattle Feeders Association
Texas Chemical Council
Texas Conservative Coalition
Texas Dental Association
Texas Dermatological Society
Texas Dietetic Association
Texas Environmental Health Association
Texas Farm Bureau
Texas Food Industry Association
Texas Food Processor's Association
Texas Food Research
Texas Hospital Association
Texas Medical Association
Texas Methadone Treatment Association
Texas Municipal League
Texas Oyster Growers and Dealers Association
Texas Petroleum Marketers and Convenience Stores Association
Texas Pharmacy Association
Texas Pork Producers Association
Texas Public Health Association
Texas Renderers Association
Texas Retailers Association
Texas Restaurant Association
Texas Veterinary Medical Association
Texas Wholesale Druggist Association
The Cosmetic, Toiletry & Fragrance Assn.

Strategy A.1.3

AFL-CIO
 American Camping Association
 American Federation of State, County & Municipal Employees
 American Industrial Hygiene Association
 American Petroleum Institute
 American Red Cross
 American Society of Safety Engineers
 Asbestos licensees (abatement contractors, trainers, consultants etc..)
 Boy Scout Association
 Building owners/managers
 Building Professional Institute
 Camp Association for Mutual Progress
 Camp Fire Girls
 Charter School Resource Center of Texas
 Chemical Specialties Manufacturers Association
 Childcare facilities
 Christian Camping Association
 City permitting offices
 Code Enforcement Association of Texas
 Code enforcement officers (licensees)
 Facility operators filing the annual Tier Two Chemical Inventory Report (for
 facilities storing or using large quantities of generally hazardous
 chemicals or lesser quantities of extremely hazardous substances)
 Farm labor contractors
 Flooring contractors
 Girl Scout Association
 Health care waste disposal technology companies
 Homeowners and renters
 International Sleep Products Association
 Lead-based paint (individuals, firms, training providers)
 Local emergency planning committees
 Local fire departments
 Local public health departments and districts
 Migrant farm workers
 Migrant housing providers
 Mosquito control districts
 Municipalities
 National Association of SARA Title III Program Officials
 National Inhalant Prevention Partnership
 National Paint and Coating Association
 Noncommercial health-related pesticide applicators (licensees)
 Owners of target housing and child-occupied facilities (environmental lead)

Public employers (cities, counties, state agencies, public schools, public hospitals, public colleges and universities, river authorities)
 Public housing authorities
 Public lodging facilities
 Public schools (including administration, teachers, parents, students)
 Registered sanitarians (licensees)
 Remodeling and demolition contractors
 Resilient Floor Covering Institute
 State Fireman & Fire Marshals Association
 Texas Association of Counties
 Texas Association of School Administrators
 Texas Association of School Boards
 Texas Association of School Board Officials
 Texas Automobile Dealers Association
 Texas Building Owners Association
 Texas Campus Safety Association
 Texas Chemical Council
 Texas Cotton Ginner's Association
 Texas Environmental Health Association
 Texas Farm Bureau
 Texas Farm Workers Union
 Texas Hospital Association
 Texas hospitals and other health care facilities generating medical waste
 Texas Hotel and Motel Association
 Texas Independent Producers & Royalty Owners
 Texas Mosquito Control Association
 Texas Municipal League
 Texas Oil and Gas Association
 Texas Public Health Association
 Texas Retailers Association
 Texas Rural Legal Aid, Inc
 Toy Manufacturers of America
 United Farm Workers of America
 YMCA
 Youth camp facilities
 YWCA

Strategy A.1.4

Advocates for Responsible Disposal in Texas
 American College of Radiology
 Association of Energy Service Companies
 Association of Texas Intrastate Natural Gas
 Laser registrants

Local and county government emergency response officials (County Judges, police, Red Cross, first responders etc.)
Mammography facilities
North Texas Health Physics Society
Nuclear power utilities (TU Electric and Houston Lighting and Power)
Radioactive material licensees (Industrial, medical, educational, research and local government users)
Radiation workers
Sierra Club
South Texas Health Physics Society
Texas Board of Chiropractic Examiners
Texas Chiropractic Association
Texas Dental Association
Texas Hospital Association
Texas Independent Producers and Royalty Owners
Texas Medical Association
Texas Oil and Gas Association
Texas Podiatric Association
Texas Radiation Advisory Board
Texas Veterinary Association
X-ray registrants (Industrial, medical, educational, research and local government users)

Strategy A.2.1

Center for Public Policy Priorities
Child Care Organizations
City Governments
Community Action Agencies
County Governments
Farmers
Farmers Market Associations
5-a-day Coalitions
Grocer Associations
Headstart
Healthy Mothers/Healthy Babies Coalition
Hospitals
Interagency Council on Nutrition
Lactation Consultants
La Leche League

Local Contractors
Local Health Departments
Low-income women, infants and children under 5 at nutrition risk
Managed Care Organizations (MCO)
Merchant Consumer Advocacy Committee (MCAC)
National Association of Farmers Market Nutrition Program (NAFMNP)
National Association of WIC Directors
Other Non-Profit Organizations
Retail Food Vendors/Pharmacy
Schools/Independent School Districts
Texas Association of Local WIC Directors
Texas Folic Acid Council
Texas Physicians
Universities

Strategy A.3.1.

Agency for Toxic Substances & Disease Registry
American Academy of Pediatrics
American Cancer Society
American Heart Association
American Lung Association
American Social Health Association
American Thoracic
Animal Control Officers & Depts.
Animal Friendly Advisory Committee
Animal Shelters
Anyone requiring post-exposure rabies prophylaxis
Association of Retarded Citizens
Baylor College of Medicine
Brain Injury Association of Texas
Breast and Cervical Cancer Control Program Providers
Certified Health Education Specialists
Child Fatality Review Teams
Child safety and advocacy groups
Child Safety Network
Citizens of Texas
Clients, including persons at risk for HIV/STD and persons with HIV/STD
Contracted service providers
Contracted wholesaler(s)
Correctional Facilities

Council of Reg. Genetics Network
 Council of State & Territorial Epidemiologists
 County health departments
 Employers & employees who work with lead
 EMS firms
 Environmental health and safety offices
 First Responders (Statewide)
 Family members of employees who work with lead
 Farm Worker Justice Fund
 Fire departments
 Food Service Establishments
 Greater Dallas Injury Prevention Center
 Health care providers and individuals with concerns regarding Hansen's Disease
 Health Department Clinic Site Personnel
 Health Planning Groups
 HIV/STD Contract Agencies including Community-Based Organizations, Local
 Health Departments, and major universities
 Hospital infection control directors
 Houston Brain Injury Research Center
 Institute for Weapon Free Youth
 International Non-Governmental Organizations
 Laboratories
 Librarians
 Licensed Professional Counselors
 Licensed Social Workers
 Licensed Substance Abuse Counselors
 Local clinics not directly affiliated with a city/county health department
 Local emergency planning committees
 Local Health Departments
 Local Planning Groups; including consortia and prevention community planning
 groups
 Long Term Care Facilities
 Managed Care & Health Insurance Providers
 March of Dimes
 McLennan County Youth Collaboration
 Medical Community
 Medical Device Manufacturers
 Medicaid Providers (Texas Health Steps)
 Medical and Health-Care Organizations (TMA, THA, etc.)
 Medical Technicians

Mexican Health Officials
Migrant Clinician Network
Migrant clinics
Migrant farm workers
Migrant workers with tuberculosis
Military personnel
National Alliance of State and Territorial AIDS Directors
National Birth Defects Prevention Network
National Cancer Institute
National Center for Birth Defects Research and Prevention
National Center for Farm Worker Health
National Coalition of STD Directors
National Paralysis Foundation
National SAFE KIDS
National TB Controllers Association
Non-Medicaid, non-Title V children that have elevated blood lead levels
Non-medical Public Health Professionals
North American Association of Central Cancer Registries
Nurses
Occupational groups that use pesticides
Other state cancer registries
Pan American Health Organization
People at Increased Risk for HIV or STD Infection
Pharmacists & staff
Physicians
Public Health Workers
Public Safety Personnel
Reference Laboratories (Nationwide)
Registered Family Homes
Refugee resettlement agencies (CBOs)
Refugee services providers
Rural Health Centers Association
Safe Communities Projects in Texas
Schools
Scientific Advisory Committee on Birth Defect in Texas
Spina Bifida Association of Texas
State and Territorial Injury Prevention Directors? Association
Teachers
Texans Against Gun Violence
Texas Academy of Family Physicians

Texas AIDS Network
 Texas AIDS Drug Assistance Program workgroup
 Texas Animal Control Assn.
 Texas Area Health Education Centers (AHECS)
 Texas Association of Community Health Centers
 Texas Association of Public Health Physicians
 Texas Association of School Boards
 Texas Association of School Nurses
 Texas Bicycle Coalition
 Texas Council for Agricultural Safety and Health
 Texas Council on Family Violence
 Texas Genetics Network
 Texas Health Care Information Council
 Texas Health Foundation
 Texas Highway Patrol Association
 Texas Hospital Association
 Texas Humane Legislation Network
 Texas industry (chemical plants and refineries, transportation-related industry)
 Texas jails
 Texas Maternal & Child Health Coalitions
 Texas Medical Association
 Texas Medical Records Adm. Assoc.
 Texas Nurses Association
 Texas Pediatric Society
 Texas Perinatal Association
 Texas Poison Centers directors and staff
 Texas Poison Control Network host facilities
 Texas Public Health Association
 Texas SAFE KIDS Coalition
 Texas Transportation Institute
 Texas Trauma Coordinators Forum
 Texas Trauma Registry Workgroup
 Texas Tumor Registrars Association
 Texas Veterinary Medical Assn.
 The Refuge Corp. (TRC)
 Universities/Researchers
 Vaccine for Children Program providers including: Physicians, Pharmacists, Nurses,
 Nurse Practitioners
 Vaccine Manufacturers
 Wintergarden and South Texas Migrant Coordinating Subcommittee

Workers Assistance Program, Inc
World Health Organization
YMCA

Strategy A.3.2

African American Immunization Project
Alpha Kappa Alpha Sorority
American Habilitation Services
American Public Health Association
AT&T retirees
City and County Governments
Compaq and Dell Computers
Corporation for National and Community Service
Dairy Queen
Dallas Area Infant Immunization Coalition
Dallas Area African American Immunization Coalition
Day Care Centers
Girl Scouts
Hallmark Cards
Hospitals and Clinics
Houston Immunization Coalition
Immunization Program contractors
Infection Control Practitioners
Laboratories
Local and County health departments
Retired Seniors Volunteers Program
Schools
Scouts
Southwestern Bell
St. Michaels Academy
Texas birthing and midwife centers
Texas Health Care Information Council
Texas hospitals
Texas Osteopathic Medical Association
Travis County Juvenile Court
Travis County Jail
Texas School for the Blind and Visually Impaired
The Georgetown Project
United Way of Tarrant County – Arlington Human Service

Strategy A.3.3.

AARP

Agency for Healthcare Research and Quality

Americaid

American Association for Health, Physical Education, and Recreation

American Cancer Society

American Heart Association

American Lung Association

American Volkssport Association

Area Agency on Aging

Arthritis Foundation

Association for State and Territorial Dental Directors (ASTDD)

Association for Worksite Health Promotion

Border Health Clinics

Breast and Cervical Cancer Control Program Advisory Committee

Breast and cervical cancer Control Program contractors (including local health departments, community-based organizations, hospitals, and family planning organizations)

Central Texas Nutrition Partnership

Citizens needing traffic safety information

Citizens of Texas affected by cancer

City governments/planning departments

Community First Health Plans

Community groups

Cooper Institute for Aerobics Research

Daycares

Diabetic Eye Disease Program Providers & Nominators

EMS

Flouridation licensees/Trade Associations, Advocacy Groups, local health departments, contractors, grantees, community-based organizations, local planning groups, advisory groups and committees

Foster Grandparents

Hospitals

Intercultural Cancer Center

Law Enforcement Agencies

Lions club

Local Health Departments

Local community groups

Minority organizations

Nurse Oncology Education Program

National Farmworkers Health

National Healthcare Operations and US Pharmaceuticals

National Osteoporosis Foundation
National SAFE KIDS Campaign
Oral Health Services Advisory Committee (OHSAC)
Parents of young children
Parish Nursing
Physicians
Preschool mother's clubs
Primary care clinics in the state of Texas
Professional Engineering Organizations and Associations
Public water supply staff responsible for portable drinking water
Restaurants
Safety Groups and Coalitions
Schools
Senior groups
Sisters Network
Susan G. Komen Breast Cancer Foundation
Texas Academy of Family Physicians
Texas Agricultural Extension Service
Texas Association of Black City Council Members
Texas Association of Community Health Clinics
Texas DARE Institute
Texas Dental Association
Texas Health Network
Texas Hospital Association
Texas Medical Association
Texas Nurses Association
Texas Recreation and Parks Society
Texas Regional School Service Centers
Tobacco Cessation Program Contractors and Coalitions
Utility Trade Organizations
Universities
VFW and Ladies Auxiliary
Worker's Assistance Program, Inc
Worksites

Strategy A.3.4.

Alzheimer's Association
Alzheimer's Association Coalition of Texas
Alzheimer's Disease Centers at Baylor College of Medicine
American Association for Kidney Patients
American Diabetes Association

Association of Retarded Citizens
 City and county transportation resource agencies
 Clients (adjusted gross income of less than \$60K, diagnosis of end stage renal disease, meets Medicare criteria for ESRD, Texas resident)
 Clients (age 21 and older with no third party source for payment of blood factor; uninsured or underinsured; income at or below 245% of poverty; Texas resident; medical diagnosis of hemophilia)
 Community colleges and universities
 Council of Renal Social Workers
 County extension personnel
 County mental health/mental retardation centers
 Dialysis facilities and staff (social workers, nephrologists, nurses, billing specialists)
 Disability Consortium
 EMS agencies and fire departments
 Epilepsy clients (age 21 and older; ineligible for Medicaid, Medicare, and other public and private sources; income at below 200% of poverty; Texas resident; medical diagnosis of epilepsy or seizure disorder)
 Epilepsy Coalition of Texas
 Families with hemophilia
 Hemophilia treatment centers (statewide)
 Home health agencies
 Hospitals
 Individuals with Alzheimer's disease and those who care for them
 Law enforcement agencies
 Legal assistance programs
 Local health departments
 Local school districts
 Lone Star Chapter NHF
 National Epilepsy Foundation of America
 National Hemophilia Association of America
 National Kidney Foundation
 National Organization of State Kidney Programs
 Neurologists
 Organ procurement organizations
 Parents of children with epilepsy
 Pharmaceutical companies and manufacturers
 Pharmacies
 Social workers
 Social work organizations
 Statewide and local epilepsy organizations/support groups
 TDH epilepsy contractors/grantees

Texas Council on Alzheimer's Disease and Related Disorders
Texas Hospital Association
Texas Medical Association
Texas Renal Coalition
Texas Transplantation Society
Transplant hospital staff (transplant coordinators, social workers, surgeons)
Universities

Strategy A.3.5

Alliance of Black School Educators, Texas Chapter
American Cancer Society
American Heart Association
American Lung Association
Campaign for Tobacco Free Kids
Center for Health Policy Development
Community First Health Plans
DARE
Family Service Association
Family Violence Prevention Services
Law enforcement agencies
Local and county health departments
Schools
Texas Academy of Family Physicians
Texas Nurses Association
Texas Medical Association
Texas Parent Teachers Association
Tobacco cessation contractors and coalitions

Strategy A.3.6.

Commissioner's Council on Local Public Health (CCLPH)
County elected officials, i.e., judges, commissioners
City elected officials, i.e., mayors, council members
Local Health Departments and Units
Grant recipients
Texas Association of Local Health Officials (TALHO)
Texas Association of Municipal Health Officials (TAMHO)

Strategy B.1.1

Clients (Medicaid client eligibility varies according to age, income and medical condition)

National Heritage Insurance Company

Various provider professional organizations

Strategy B.1.2

ADAPT of Texas

Advocacy, Inc.

Birch & Davis Health Management Corporation

Center for Public Policy Priorities

Children's Hospital Association of Texas

Clients (Client eligibility varies according to age, income and medical condition)

Community-based organizations

Consumers Union

Contracting managed care organizations

County medical societies

Health Care Financing Administration

Local health departments

MAXIMUS

Regional health departments

Texas Association of Community Health Centers

Texas Association of Home Health Agencies

Texas Association of Public & Non-Profit Hospitals

Texas Association of Rural and Community Hospitals

National Association of Surveillance Officials

Texas Disability Policy Consortium

Texas Family Planning Association

Texas Health Quality Alliance

National Heritage Insurance Company

Texas Hospital Association

Texas Impact

Texas Public Health Association

Texas Rural Health Association

Universities

Various client/consumer advocacy organizations

Various medical professional organizations

Strategy B.1.3.

ADAPT of Texas
Advocacy, Inc.
Birch & Davis Health Management Corporation
Center for Public Policy Priorities
Children's Hospital Association of Texas
Clients (Client eligibility varies according to age, income and medical condition)
Community-based organizations
Consumers Union
Contracting managed care organizations
County medical societies
Health Care Financing Administration
Local health departments
MAXIMUS
Regional health departments
Texas Association of Community Health Centers
Texas Association of Home Health Agencies
Texas Association of Public & Non-Profit Hospitals
Texas Association of Rural and Community Hospitals
National Association of Surveillance Officials
Texas Disability Policy Consortium
Texas Family Planning Association
Texas Health Quality Alliance
National Heritage Insurance Company
Texas Hospital Association
Texas Impact
Texas Public Health Association
Texas Rural Health Association
Universities
Various client/consumer advocacy organizations
Various medical professional organizations

Strategy B.1.4.

ADAPT of Texas
Advocacy, Inc.
Birch & Davis Health Management Corporation
Center for Public Policy Priorities
Children's Hospital Association of Texas

Clients (Client eligibility varies according to age, income and medical condition)
 Community-based organizations
 Consumers Union
 Contracting managed care organizations
 County medical societies
 Health Care Financing Administration
 Local health departments
 MAXIMUS
 Pediatricians and other childhood specialty groups
 Regional and local health departments
 Texas Association of Community Health Centers
 Texas Association of Home Health Agencies
 Texas Association of Public & Non-Profit Hospitals
 Texas Association of Rural and Community Hospitals
 National Association of Surveillance Officials
 Texas Disability Policy Consortium
 Texas Family Planning Association
 Texas Health Quality Alliance
 National Heritage Insurance Company
 Texas Hospital Association
 Texas Impact
 Texas Public Health Association
 Texas Rural Health Association
 Universities
 Various client/consumer advocacy organizations
 Various medical professional organizations
 Various other professional organizations representing individual providers and facilities

Strategy B.1.5.

Health Care Financing Administration
 National Heritage Insurance Company
 Various provider organizations representing individual providers and facilities

Strategy B.1.7.

Health Care Financing Administration
 National Heritage Insurance Company
 Various provider organizations representing individual providers and facilities

Strategy B.1.8.

Clients (all Medicaid clients are eligible for services through VDP)
Medicaid clients needing HIV drug services
Various client advocacy organizations
Pharmaceutical manufacturers
Texas Federation of Drug Stores
Texas Medical Association
Texas Osteopathic Medical Association
Texas Pharmacy Association

Strategy B.1.9.

American Association of Kidney Patients
Common Carriers (commercial bus and airline companies)
Community Action Agencies
County governments
End-Stage Renal Disease Network of Texas
Hospitals
Hotels/Motels
Individual contractors
Licensees/Trade Associations, Advocacy Groups, local health departments,
contractors, grantees, community-based organizations, local planning
groups, advisory groups and committees
Mass Transit Authorities
Rural Transit Districts
School districts
Taxicab Companies

Strategy C.1.1.

Citizens Advocacy Council (CAC)
City and County Emergency Directors/Managers
City Elected Officials, i.e., mayors, council members
Conference of Urban Counties
Council on Law Enforcement and Regulation (CLEAR)
County Elected Officials, i.e., judges, commissioners
Driver's Licensees/License Applicants
Emergency Service Providers, primarily EMS, fire, law enforcement, and hospitals
EMS Association of Texas

EMS Certificants/Licensees (Individuals)
 EMS Education Programs (College-Based/Independent)
 EMS Educators of Texas
 EMS Medical Directors of Texas
 EMS Providers (Firms)
 First Responder Organizations
 General Public in the State of Texas
 Governor Appointed Advisory Council for EMS and Trauma Systems
 Handgun Licensees/License Applicants
 Hospitals
 Local Health Departments
 Municipal Governments (County, Local, Emergency Services Districts)
 National Association of State EMS Directors
 National Highway Traffic Safety Administration's (NHTSA) EMS Division
 Physician Groups (i.e. Texas Academy of Family Practice Physicians)
 Public (patients/potential patients)
 State Firemen's - Fire Marshals' Association
 Taxpayers
 Texas Ambulance Association
 Texas Association of Air Medical Services
 Texas Association of Counties
 Texas Association of County Judges
 Texas Association of Fire Educators
 Texas College of Emergency Physicians
 Texas Commission on Law Enforcement Officers Standards & Education
 Texas Higher Education Coordinating Board
 Texas Medical Association
 Texas Municipal League
 Texas State Association of Fire Chiefs
 Texas State Association of Fire Fighters

Strategy C.2.1.

Air Force Bases
 Animal Control Officers
 Army Bases
 Commercial Laboratories
 Community Based Clinics
 Environmental Laboratories
 Family Planning Clinics

HIV/STD Agencies
Hospitals
Local Health Departments
LHD Laboratories
Midwives
Milk Laboratories
Mosquito Control Depts.
Nuclear Power Plants
Other States
Pantex Weapons Site
Physicians
Private Citizens
Private Water Utilities
Public Water Utilities
Radioactive Material Licensees
Title V Contractors
Universities
Veterinarians
Water Bottlers

Strategy D.1.1.

Administrators, partners, staff, and clients of program-funded school-based health centers
American Cancer Society
American Heart Association
BCCCP Contractors/Providers
CDC-Bi-national Program
City Health Departments
Clinical Laboratory Improvement Act (CLIA) / Health Care Finance Administration (HCFA)
College of American Pathologists (CAP)
Communities and community-based organizations with a role/interest in school-based health centers and/or other aspects of school health
Community Clinics
Community Integrated Service Systems Projects in Texas (CISS Grants)
Community Colleges
County Health Departments
Education Service Centers
Families
General Public (information)

Genetic Providers
 Health Care Providers (information)
 Healthy Start Projects in Texas (Healthy Start Grants)
 High Risk Infants 0-1 year
 High Risk Pregnant Women
 High Schools
 Hospitals
 Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
 Laboratories
 Maternal and Child Health Part A (Fee-for-service) contractors
 Maternal and Child Health Part B (Population-based projects) contractors
 Members of professional organizations and of the general public with a role/interest
 in school-based health centers
 PTA's
 Persons with or at risk for genetic disorder
 Planned Parenthood
 School children
 School district personnel
 Special Projects of Regional and National Significance (SPRANS Grants)
 State-level Health and Education Agencies/Organizations
 Texas Advocates for Special Kids
 Texas Association of Health, Physical Education, Recreation and Dance
 Texas Association of School Administrators
 Texas Association of School Boards
 Texas Association of School Nurses
 Texas Association of Secondary School Principals
 Texas Comprehensive School Health Initiative
 Texas Congress of Parents & Teachers
 Texas Conservative Coalition
 Texas Elementary Principals & Supervisors Association
 Texas Health Steps Contractors/Providers
 Texas Nurses Association
 Texas Pediatric Society
 Texas School Health Association
 The Texas Comprehensive School Health Network and the public whom they serve
 Title X Contractors/Providers
 Title XIX Contractors/Providers (Medicaid)
 Title XX Contractors/Providers
 Universities
 Voluntary Health Organizations

Strategy D.1.2.

Ahlers
Alan Guttmacher Institute
Austin Coalition for Male Involvement
Center for Health Training
Child Trends
Community action agencies
County hospitals
East Austin Male Involvement Project
Family Planning Advisory Committee
Houston 5th Ward Male Involvement Project
Independent school districts
James Bowman Associates
Local health departments
Low-income women, men, and adolescents in need of family planning services
Managed care providers
March of Dimes
National Campaign to Prevent Teen Pregnancy
National Family Planning and Reproductive Health Association
Other full-pay family planning clients served at agencies funded by X, XIX, and XX
Planned Parenthood organizations
Rural health care providers
STD clinics
State Family Planning Administrators Association
Texas Association Concerned with School Age Parenthood
Texas Association of Obstetricians and Gynecologists
Texas Council on Family Violence
Texas Data Systems
Texas Family Planning Association
Texas Medical Association
Universities
University hospital systems

Strategy D.1.4.

Advocacy Inc.
American Academy of Pediatrics
Association of Maternal Child Health Programs

Center for Public Policy Priorities
Children with Severe Disabilities Workgroup
Children with Special Health Care Needs Advisory Committee
Children's Health Insurance Program Coalition
Children's Hospital Association of Texas
Children's Long Term Care Policy Council
Common Carriers (bus and airline companies)
Disability Policy Consortium
Educational Service Centers
Family Voices
Hospitals
Hotels
Independent Nurse Practitioners
Institute of Child Health Policy
National Center on Cultural Competency
On the Right Track Advisory Committee
Parents of Children with Special Health Care Needs or other family members
Promoting Independence Board
Schools
Schools of Higher Education
Texas Advocates Supporting Kids with Disabilities (TASK)
Texas Association for Home Care
Texas Association for Licensed Children's Services
Texas Autism Council
Texas Board of Nurse Examiners
Texas Board of Licensed Vocational Nurse Examiners
Texas Dental Association
Texas Hospital Association
Texas Medical Association
Texas Nurses Association
Texas Occupational Therapy
Texas Orthopedic Association
Texas Pediatric Society
Texas Pharmaceutical Association
Texas Planning Council on Developmental Disabilities
Texas Respite Resource Network
United Cerebral Palsy
University Affiliated Program

Strategy D.1.5.

Abstinence Education Program contractors

Strategy D.2.1.

AIDS Services of Austin
American Association of Retired Persons
American Academy of Family Practice
American Academy of Pediatrics
American Dental Association
American Habilitation Services, Inc.
AT&T Wireless Services
Austin Independent School District (8 schools)
Austin Sign Language School
Brown Schools Rehabilitation Center
Catholic Diocese of Austin, Austin
Center for Public Policy Priorities
Center for Rural Health Initiatives
Central Texas College
Children with Abnormal Newborn Screen
Children's Center
City of Austin Mayor's Committee for People with Disabilities
Community Options
Concordia University
Del Valle Independent School District (1)
Doubletree Foundation, Inc.
Eanes Independent School District (1)
Ecology Action
Endocrinologists
Educare (formerly DRACO)
Goodwill Industries
Gulf States Dental Association
Hays County Independent School District (2)
Health Care Ministries, St. Luke's Episcopal Hospital, Houston
Health Education Rural Outreach, Texas A&M University Health Science Center
Hematologists
Licensees/Trade Associations, Advocacy Groups, local health departments,
contractors, grantees, community-based organizations, local planning
groups, advisory groups and committees
Manor Independent School District (1)

Mary Hardin-Baylor, Belton
Maximus, Inc.
Metabolic Specialists
Methodist Health Care Ministries (Wesley Nurses)
Midland Independent School District
Morningside Ministries, San Antonio
Neonatologists
Nurse Oncology Education Program
Older Adult Connections, Austin Metropolitan Ministries
Older Women's Legacy
Parents of Children with Abnormal Newborn Screen
Pastoral Nursing and Health Ministries, St. Luke's Episcopal Hospital, Houston
Pediatricians
Primary Care Physicians
Public Health Clinics
Rio Grande Valley Retired and Senior Volunteer Program
San Antonio College, San Antonio
Shalom Zone, The Institute of Religion, Houston
Spiritual Wellness Alliance, Austin
St. Louis Catholic Church, Austin
St. Joseph Regional Health Center, Bryan
Texas Association of Health Maintenance Organizations
Texas Association of Local Health Officers
Texas Chapter, International Health Care Ministries
Texas Dental Association
Texas Family Practice Association
Texas Hospital Association
Texas Medical Association
Texas Nurses Association
Texas Pediatric Association
Travis County Health and Human Services
Travis County Retire and Senior Volunteer Program
United Cerebral Palsy Association of Central Texas
United Way Volunteer Center
University of Incarnate Word, San Antonio
University of Texas Austin, School of Nursing
Williamson County & Cities Health District
Z Place, Zion Family Center, San Antonio

Strategy D.2.2.

American Dental Association
Association for State and Territorial Dental Directors (ASTDD)
Licensees/Trade Associations, Advocacy Groups, local health departments,
contractors, grantees, community-based organizations, local planning
groups, advisory groups and committees
Maximus, Inc.
National Heritage Insurance Corporation (NHIC)
Oral Health Services Advisory Committee (OHSAC)
Safeguard
Texas Academy of Pediatric Dentist (TAPD)
Texas Dental Association
Texas Dental Hygiene Association
Texas Nurses Association
University of Texas Health and Science Center at Houston
University of Texas Health and Science Center at San Antonio

Strategy D.3.1.

American Heart Association, Austin
African American Coalition, Houston
Asian American Health Coalition
Community Organizations (380)
Hispanic Health Coalition, Houston
Hospitals
Life Houston, Houston
Local Health Departments
Native American Health Coalition, Houston
Power Advocates for Children, Houston
Public Health Nursing workforce
Schools of Nursing
Texas Alliance for Human Needs, Austin
Texas Nurses Association

Strategy E.1.1.

Adoption Agencies
Attorneys
Banks and Credit Unions

Birth Centers
 Cemetery and Cremation Establishments in Texas
 County and District Clerks
 Funeral Directors
 Funeral Establishments in Texas
 Genealogists and Researchers
 General Public
 Health Care (Hospitals, Nursing Homes) in Texas
 Hospital Admin. /Medical Records
 Insurance Companies
 Justices of the Peace in Texas
 Law Enforcement Agencies
 Local Registration Officials
 Midwives
 Office of Medical Examiners in Texas
 Physicians
 School Officials
 Texas Funeral Commission

Strategy E.1.2.

Abortion providers
 Academic health centers and other higher education institutions offering health professions training (e.g., medical schools, schools of nursing)
 Area Health Education Centers
 Association of States and Territorial Health Officials
 Centers for Disease Control and Prevention, National Center for Health Statistics
 City governments
 Colleges and universities, public and private and their students (e.g., UT School of Public Health, Texas A & M School of Rural Public Health, Trinity University, LBJ School of Public Affairs)
 Community Based Organizations
 Consulting firms (e.g., Tonn and Associates)
 Consumer Product Safety Commission
 County Governments
 County program staff
 Funeral Homes
 Healthcare providers and Facilities
 Hospitals
 Individuals in need of health related information
 Justices of the Peace

Local Health Departments
 Local Registrars
 Media (e.g., newspapers and television)
 Medical Examiners
 Multi-Disciplinary Child Fatality Review Teams (local and state)
 National Association for County and City Health Officers
 National Association of Health Data Organizations
 National Association for Public Health Statistics and Information Systems
 National Cancer Institute
 National Institutes of Health
 National Institute of Occupational Safety and Health
 Nonprofit organizations (e.g., Consumer's Union, March of Dimes)
 Nursing Homes
 Other health care providers (e.g., home health agencies, ambulatory care centers, rural health clinics)
 Pan American Health Organizations
 Physicians
 Private Citizens
 Private & Public Special Interest Groups
 Research Organizations
 Statewide and national associations (e.g., Texas Hospital Association, Texas Association of Public and Nonprofit Hospitals, Texas Medical Association and other health professional associations, American Hospital Association, National Association of Health Data Organizations)
 Texas Association of Counties
 World Health Organization

Strategy E.2.2.

American College of Surgeons
 American Trauma Society
 Categorized Pediatric Facilities
 Centers for Disease Control, Injury Prevention Division
 Children's Hospital Association of Texas
 Commissioner's Council on Local Public Health (CCLPH)
 Conference of Urban Counties
 Designated Trauma Facilities
 Emergency Health Care Providers (EMS, RNs, MDs, etc.)
 Governor Appointed Advisory Council for EMS and Trauma Systems
 Grantees (Recipients of EMS/trauma funds)
 Health Authorities

Hospitals
 Injury Prevention Centers
 Local Health Departments
 Mothers Against Drunk Driving
 National Highway Traffic Safety Administration's (NHTSA)
 Other Trauma Care Provider Groups
 (i.e. Texas Orthopedic Surgeons, Texas Nurses Association)
 Other Hospital Organizations
 (i.e. Texas Public and Non-Profit Hospitals, Texas Catholic Facilities)
 Other Physician Groups
 (i.e. Texas Academy of Family Practice Physicians)
 Public (patients/potential patients)
 Regional Advisory Councils (RACs)
 Safe Communities Coalitions
 Society of Trauma Nurses
 Texas Association of Counties
 Texas Association of County Judges
 Texas Association of Local Health Officials (TALHO)
 Texas Association of Municipal Health Officials (TAMHO)
 Texas College of Emergency Physicians
 Texas Emergency Nurses Association
 Texas Hospital Association
 Texas Medical Association
 Texas Municipal League
 Texas Organization of Rural and Community Hospitals
 Texas Trauma Coordinators Forum
 Think Child Safety Coalition

Strategy E.2.3.

Blue Cross Blue Shield
 Brownsville Medical Center – Brownsville
 Brownsville Community Health Center – Brownsville
 Catholic Social Services - Brownsville, San Juan
 Champus
 Comfort House (Hospice Home) – McAllen
 Community Action Program - Jim Wells, Brooks, and Starr
 Coprima Clinic - Brownsville
 County Health Departments - Hidalgo, Cameron, Starr, Willacy, Brooks, Nueces,
 and Jim Wells

County Indigent Programs - Cameron, Willacy, Hidalgo
County Sheriffs Department - Cameron, Hidalgo
Dolly Vincent Hospital - San Benito
Easter Seal - McAllen
Edinburg Regional Medical Center – Edinburg
El Milagro Clinic – McAllen
Family Emergency Program - Harlingen
Harlingen Housing Authority - Harlingen
Hidalgo County Healthcare Corporation - Pharr, Elsa, Mercedes, Mission
Immigration and Naturalization Service (INS) - Cameron
Knapp Medical Center - Weslaco
McAllen Medical Center – McAllen
Medicare - Healthcare Financing Administration
Mexico Bi-National Program - Mexico
Mission Hospital – Mission
Nios Head Start Program - Cameron and Willacy
Qzanam Center (Shelter Home) – Brownsville
Patients
Planned Parenthood - Cameron, Willacy, Hidalgo
Projecto Libertad - Harlingen
Rio Grande Regional Hospital - McAllen
Santa Rosa Medical Center - San Antonio
Social Security Administration – Harlingen
Starr County Memorial Hospital - Rio Grande City
Su Clinica Familiar - Harlingen, Brownsville, Raymondville
Tropical Texas Center for MHMR - Edinburg
Veterans Administration Outpatient Clinic – McAllen
Valley Aids Council – Harlingen
Valley Association of Independent Living – Pharr
Valley Baptist Medical Center - Harlingen
Valley Interfaith - Hidalgo, Cameron, Willacy and Starr
Valley Regional Hospital - Brownsville

Strategy E.2.4.

Advisory boards of health appointed by the Commissioners Court in each of the counties where models for local public health services are established.

Strategy E.2.6.

Texas Association of Public & Non-Profit Hospitals
Texas Hospital Association

Strategy E.2.7.

Hospitals with 125 or fewer licensed beds in counties with populations exceeding 150,000

Strategy G.1.1.

Area Health Education Centers
Association of State and Territorial Directors of Health Promotion and Public Health Education
Health Education Training Centers Alliance of Texas
Houston Community College Southeast
Local Health Departments
Mano y Mano Promotion
National Commission for Health Education Credentialing
School Districts
South Texas Center for Rural Public Health
South Texas Promotora Association
Texas Certified Health Education Specialists
Texas Health Maintenance Organizations
UT System Texas/Mexico Border Health Coordination Office
Universities, schools and colleges

Exhibit B

Medical Transportation Program

Client Survey

Our records show that you got a ride from MTP to a medical appointment for you or one of your children. We want to know the quality of that ride. Your answers to the questions below will help us improve MTP. Please return the survey in the envelope that came with the survey. It does not cost you anything to mail it back to us.

No one other than the MTP staff will see your answers. Your name, address and phone number are confidential. Thank you for filling out this survey.

MTP Staff Complete This Section	
A. TEJAS Contract ID:	B. Random Sample No.
Survey Questions (Please mark your answers with a check-mark (). (You do not need to put your name and address)	
Name:	
Address:	
1. Our records show that MTP gave you a ride on _____ to _____. What happened? <input type="checkbox"/> The driver picked me up <input type="checkbox"/> The driver did not pick me up <input type="checkbox"/> I canceled the ride <input type="checkbox"/> I forgot about the ride <input type="checkbox"/> Other, please explain	
2. Our records show that your appointment was at _____. Did you get to your appointment on time? Yes <input type="checkbox"/> No <input type="checkbox"/>	
3. If you did not get to your appointment on time, do you know why? If yes, please tell us why. <input type="checkbox"/> The driver picked me up late <input type="checkbox"/> I was not ready <input type="checkbox"/> Other, please explain	
4. After your appointment, did the driver pick you up within one hour of the time you asked to be picked up? <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. If you had to wait more than one hour for the driver, do you know why? If yes, please tell us why. <input type="checkbox"/> The driver was late picking me up <input type="checkbox"/> I forgot to call for a ride home after my appointment <input type="checkbox"/> Other, please explain	
6. Was the driver polite? <input type="checkbox"/> Yes <input type="checkbox"/> No	
7. Was the driver's car or van clean? <input type="checkbox"/> Yes <input type="checkbox"/> No	
8. Did the car or van seem safe to ride in? <input type="checkbox"/> Yes <input type="checkbox"/> No	
9. Did the driver drive safely? <input type="checkbox"/> Yes <input type="checkbox"/> No	
10. Was the MTP staff polite to you when you called to request transportation? <input type="checkbox"/> Yes <input type="checkbox"/> No	
11. Please write down any other comments you have about the ride. If you need more space, use the back of the survey.	
12. If you would like to speak with MTP staff about this survey, give us your phone number or call us at 1/877-633-8747. Your phone number with area code ()	